



COUNTY OF SAN DIEGO

Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

PROTECTIVE SERVICES SUPERVISOR

CLASS NO. 005259

■ CLASSIFICATION PURPOSE

Under direction, to provide supervision, consultation, and training to a unit of professional staff providing protective services for children and families, and to assist in planning and organizing the work of the unit; to provide direct protective services for children and families when necessary; and to perform related work as required.

■ DISTINGUISHING CHARACTERISTICS

This is the first-line supervisory level in the Protective Services Worker class series. Incumbents report to management and are responsible for providing supervision, consultation, and training to a unit of professional staff providing protective services for children and families, and for providing direct services as necessary. The Protective Services Supervisor is allocated to the Child Welfare Services (CWS) program of the Health and Human Services Agency (HHSa).

■ FUNCTIONS

The examples of functions listed in the class specification are representative but not necessarily exhaustive or descriptive of any one position in the class. Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.

Essential Functions:

1. Plans, assigns, directs, reviews, and evaluates the work of a unit of Protective Services Workers for timeliness, volume, appropriateness, and compliance with HHSa-CWS rules, regulations, policies, procedures, and standards.
2. Provides technical on-the-job training and guidance to protective services staff.
3. Leads staff conferences to discuss and interpret policies and procedures; instructs staff in casework methods.
4. Conducts employee conferences to discuss specific case problems and work performance issues.
5. Exchanges information with employees and representatives of outside agencies regarding protective social services.
6. Makes decisions impacting the potential safety and well being of clients often under critical time frames; makes administrative and procedural decisions regarding services to be rendered and changes to such services.
7. Makes decisions regarding the adoptability of children or the placement and supervision of children in foster care, kinship care, or their own homes.
8. Reviews case narratives for appropriateness and compliance with HHSa-CWS rules, regulations, policies, procedures, and standards.
9. Receives and addresses concerns submitted from members of the public and representatives of outside agency providers pertaining to services provided by CWS staff.
10. Gives informational presentations and interprets policies and procedures of CWS programs for members of community groups.
11. Confers and exchanges information with allied professionals on cases, referrals, and resource development.
12. Creates and maintains records and reports.
13. Provides responsive, high quality service to County employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner.
14. May provide training to newly selected foster home parents.
15. May assist in providing administrative support or act in the absence of an HHSa manager.

16. May attend court sessions or approve court reports.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Supervision and training principles, practices, methods, and techniques including progressive discipline.
- Principles of protective services administration.
- Social work methods and practices.
- Laws, rules, and regulations governing the operation of public social services agencies particularly those concerning protective services.
- Policies and procedures relating to the provision of protective and social services.
- Investigative techniques, reporting requirements, and court procedures related to social services.
- Theories of human behavior, group dynamics and family centered practice.
- Interviewing, investigation, and intervention techniques.
- Normal and abnormal human behavior and development including: child development, the aging process, parenting, adolescent development, substance abuse, familial violence and child abuse, family dynamics, death and dying, crisis intervention, and mental health/illness.
- Needs and problems of children, families, and adults from diverse socio-economic and cultural backgrounds.
- County customer service objectives and strategies.
- Telephone, office, and on-line etiquette.
- Local community resources and organizations.

Skills and Abilities to:

- Effectively supervise, train, and evaluate the work of a unit of Protective Services Workers.
- Oversee and monitor the work of a unit of Protective Service Workers and establish guidelines on workload priorities and effective caseload management.
- Provide consultation service to professional workers, graduate students, and other staff.
- Assess, diagnose, and apply intervention techniques to child, family, and adult-related problems.
- Apply professional social work methods in difficult work situations while maintaining a professional demeanor.
- Analyze situations and exercise authority in an appropriate manner.
- Maintain confidentiality of files and records that are considered personal and sensitive in nature.
- Maintain accurate records and documentation.
- Effectively communicate in writing in a clear, concise, accurate, and understandable manner when preparing reports and case summaries.
- Communicate effectively with a variety of individuals representing diverse cultures and backgrounds and function calmly in situations, which require a high degree of sensitivity, tact and diplomacy.
- Exercise objectivity, empathy, judgment, fairness, and restraint when interacting with persons who may be unreasonable, agitated, upset, hostile, combatant, potentially violent, or under the influence of alcohol or drugs.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.
- Provide prompt, efficient and responsive service.
- Effectively intervene through verbal and physical means to resolve confrontations involving children, adolescents, and/or staff assigned to Polinsky Center and San Pasqual Academy.
- Use automated information systems and equipment to perform case management duties.
- Operate modern office equipment, such as personal computers, calculators, copy machines, facsimiles, telephones, and file cabinets in a safe and efficient manner.

■ EDUCATION/EXPERIENCE

Education, training or experience, which clearly demonstrate possession of the knowledge, skills and abilities stated above. An example of qualifying education/experience is a bachelor's degree from an accredited college or university with at least 24 semester units in the behavioral sciences; AND, four (4) years of experience performing the most difficult protective services casework or performing intervention services related to casework for a public protective services agency. Previous experience must have included at least two (2) years at a job classification equivalent to the level of Protective Services Worker with the County of San Diego.

Note:

A master's degree from an accredited college or university in social work, psychology, counseling or a closely related field, based on a two-year program, which included supervised field placement providing social casework and counseling services to individuals and families, can substitute for one year of the experience requirement stated above.

Note:

The term "public protective services agency" listed above is defined as that of any U.S. state or county agency providing services comparable to the County of San Diego, Health and Human Services Agency.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification. Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Continuous: upward and downward flexion of the neck. Frequent: sitting, repetitive use of hands to operate computers, printers and copiers. Occasional: walking, standing, bending and twisting of waist, squatting, kneeling simple grasping, reaching above and below shoulder level, and lifting and carrying of case files weighing up to 25 pounds.

When Assigned to Polinsky Children's Center and San Pasqual Academy (In addition to above)

Frequent standing, walking, bending, stooping, and kneeling; work may involve lifting and carrying small children ranging in ages from one to seven years and who weigh up to 50 pounds. Mobility and strength to handle babies, restrain children up to 18 years of age, and intervene to resolve verbal and physical confrontations involving residents.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTSLicenses

- A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own personal vehicle.
- A current license as an LCSW or MFT may be used to substitute for the educational requirements listed in the "Education/Experience" section.

Training Requirement – Polinsky and San Pasqual Assignments

Incumbents must successfully complete training on Preventing and Responding to Assaultive Behavior (PARB) within the first 12 months of employment.

Working Conditions

Work primarily takes place in an office environment, although work may occasionally take place in the field requiring travel to the homes of clients, adult and juvenile detention facilities, courts, county departments, and outside agencies. Work involves frequent exposure to computer screens. Incumbents may be exposed to unpleasant and unsanitary sights, sounds, and odors. Incumbents may be exposed to uncertain, unpredictable, and emotionally charged conditions when interacting with persons who are potentially upset or hostile. Incumbents may be occasionally required to interact with persons who are mentally ill, homeless, or under the influence of alcohol or drugs. Incumbents may be subject to weekend work, standby and emergency call back.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Probationary Period

Incumbents appointed to permanent positions in this classification shall serve a probationary period of 12 months (Civil Service Rule 4.2.5).

New: July 1, 1988
Reviewed: March 2003
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